



## PRODUCTIVITY

### Greene CATS productivity, safety and service quality report: 2001 - 2006

Ridership and service data	2001	2002	2003	2004	2005	2006
one-way passenger-trips	54,776	90,460	110,237	110,509	108,872	119,900
vehicle-miles	459,954	766,226	943,205	950,265	876,477	913,703
vehicle-hours	24,538	37,382	45,538	46,856	40,148	45,350
vehicles	24	24	24	26	27	26
staff (fte)	28	31	31.5	32.7	29	31.1
road calls	1	8	36	27	17	22
operating costs	\$1,074,602	\$1,754,577	\$1,778,995	\$2,041,264	\$1,976,467	\$2,170,531
farebox revenues	\$6,731	\$15,972	\$21,055	\$18,166	\$16,934	\$17,776
contract revenues	\$668,485	\$1,175,936	\$1,269,585	\$1,434,355	\$1,517,708	\$1,670,182
Productivity	2001	2002	2003	2004	2005	2006
one-way passenger-trips/vehicle-hour	2.23	2.42	2.42	2.36	2.71	2.64
one-way passenger-trips/vehicle-mile	0.119	0.118	0.117	0.116	0.124	0.131
operating costs/vehicle-hour	\$43.79	\$46.94	\$39.07	\$43.56	\$49.23	\$47.86
operating costs/vehicle-mile	\$2.34	\$2.29	\$1.89	\$2.15	\$2.26	\$2.38
operating costs/one-way passenger-trip	\$19.62	\$19.40	\$16.14	\$18.47	\$18.15	\$18.10
road calls/100,000 vehicle-miles	0.22	1.04	3.82	2.84	1.94	2.41
Ridership per capita	2001	2002	2003	2004	2005	2006
2000 Census population of county	147,886	147,886	147,886	147,886	147,886	147,886
one-way passenger-trips/county population	0.37	0.61	0.75	0.75	0.74	0.81
Safety	2001	2002	2003	2004	2005	2006
collision accidents	4	8	11	7	2	18
collisions/100,000 vehicle-miles	0.87	1.04	1.17	0.74	0.23	1.97
Complaints & customer satisfaction	2001	2002	2003	2004	2005	2006
# complaints filed	data unavailable	data unavailable	data unavailable	28	36	47
# complaints filed/100,000 vehicle-miles	data unavailable	data unavailable	data unavailable	5.09	4.11	5.14
denied trip requests	data unavailable	199	949	2,104	1,807	3,400
average monthly subscription waiting list	data unavailable	data unavailable	data unavailable	data unavailable	131	159
No-shows for fare-paying riders	2001	2002	2003	2004	2005	2006
# no-show incidents	data unavailable	data unavailable	data unavailable	498	453	814
# of people suspended for no-shows	data unavailable	data unavailable	data unavailable	37	28	41
# of people reinstated	data unavailable	data unavailable	data unavailable	144	40	43
# people on suspension for no-shows	data unavailable	data unavailable	data unavailable	14		